Boarding and Cleaning Monthly Backlog
Develop Louisville
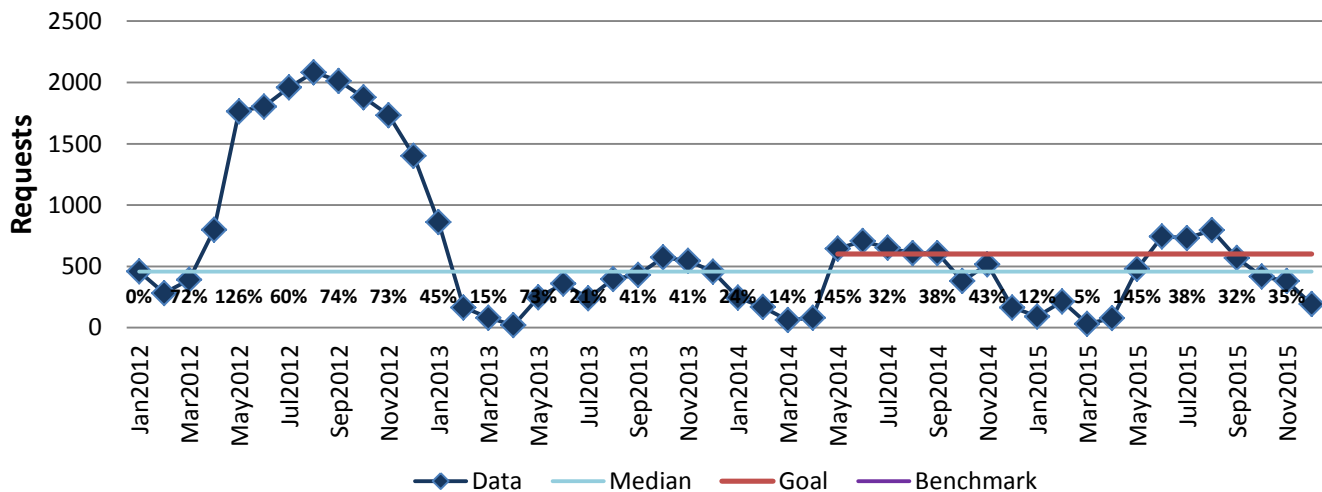
LouieStat

KPI Owner: Darrell Coomer	Process: Property Maintenance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY13 Monthly average: 1,066 open Goal: Maintain a backlog of no greater than 600 open boarding, cleaning and cutting cases in a month. Benchmark: TBD	Data Source: Hansen Goal Source: Dept Strategic Plan Benchmark Source: N/A	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: The number of service requests open at the end of each month. Why Measure: Helps quantify the challenge of dealing w/ neighborhood blight. Next Improvement Step: TBD

How Are We Doing?

Jan2015-Dec2015 12 Month Goal	Jan2015-Dec2015 12 Month Actual		Dec2015 Goal	Dec2015 Actual	
7,200	**4,718**	🟢	**600**	**192**	🟢
Requests	Requests		Requests	Requests	

Boarding and Cleaning Monthly Backlog

Good

Legend: Data — Median — Goal — Benchmark

Root cause analysis is not necessary because there is no gap between the goal and current performance.